

| Information | Jan – Jun 2015 | Jan – Jun 2016 | Jan – Jun 2017 | Jan – Jun 2018 | Direction |
|---|---------------------------|---------------------------|---------------------------|---------------------------|------------------|
| UK route registrations | 588 | 655 | 712 | 633 | ↓ |
| European route registrations | 574 | 722 | 568 | 413 | ↓ |
| Number of examinations undertaken | 57 | 68 | 70 | 72 | ↑ |
| Prescribed examination pass rates | 58% | 59% | 57% | 59% | ↑ |
| Number of EU & general certificates issued | 45 | 46 | 80 | 95 | ↑ |
| Number of reinstatement and readmission applications registered under two years | 1402 | 1028 | 817 | 751 | ↓ |
| Number of reinstatement and readmission over two years reinstated | 39 | 30 | 40 | 23 | ↓ |
| Number of new admissions registered where qualifications were achieved over two years ago | 6 | 6 | 4 | 2 | ↓ |
| Number of retention fees collected (annually) | 33,570 | 35,519 | 37,329 | 38,785 | ↑ |
| Number of deaths reported | 17 | 18 | 17 | 21 | ↑ |
| Number of change of address updates | 3,341 | 4,420 | 2,471 | 3,187 | ↑ |
| Number of communication updates on the database (email address, contact number etc...) | 19,147 | 16,964 | 18,029 | 22,495 | ↑ |
| Number of letters issued confirming registration | 42 | 95 | 77 | 44 | ↓ |
| Number of formal complaints received | 94 | 91 | 66 | 90 | ↑ |
| Number of complaints referred for investigation | 32 | 33 | 29 | 40 | ↑ |
| Number of Investigations Panel decisions | 34 | 22 | 29 | 25 | ↓ |
| Number of PCC decisions | 14 | 15 | 6 | 9 | ↑ |
| Number of requests for third party review | 2 | 3 | 3 | 4 | ↑ |
| Company formations- number of applications | 162 | 159 | 130 | 135 | ↑ |

| Assisting the public to make informed choices | Jan – Jun 2015 | Jan – Jun 2016 | Jan – Jun 2017 | Jan – Jun 2018 | Direction |
|--|-----------------------|-----------------------|-----------------------|-----------------------|------------------|
| Number of title investigations undertaken | 166 | 127 | 298 | 240 | ↓ |
| Number of prosecutions for misuse of title | 5 | 3 | 0 | 1 | ↑ |
| Providing information | | | | | |
| e-Bulletin readership (average unique opens) | 9,715 | 11,245 | 12,074 | 13,118 | ↑ |
| Online Register visitors | 146,549 | 148,265 | 162,793 | 194,567 | ↑ |
| ARB website visitors | 139,130 | 150,822 | 138,302 | 114,716 | ↓ |
| Shows / exhibitions attended | 1 | 1 | 2 | 1 | ↓ |
| Approximate number of visitors to stand | 1000 | 1000 | 750 | 800 | ↑ |
| Freedom of information / DPA requests | 21 | 19 | 12 | 5 | ↓ |